

**Fig. 1**

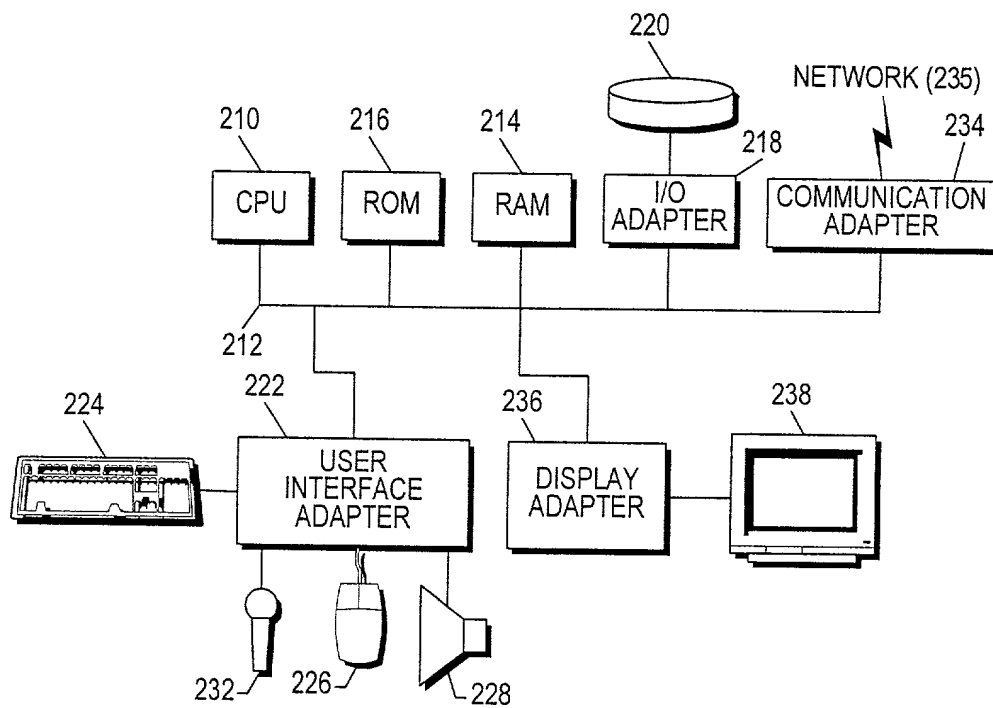


Fig. 2

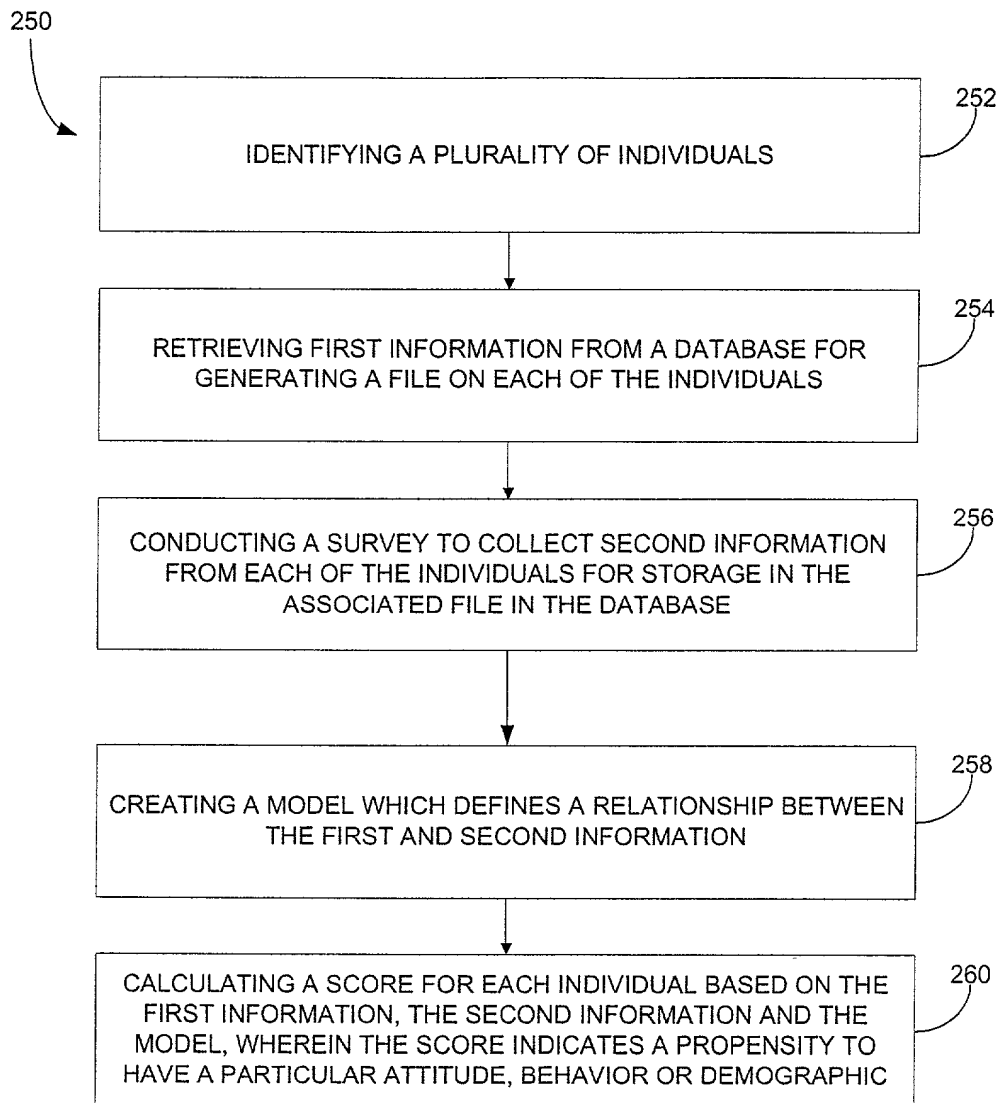
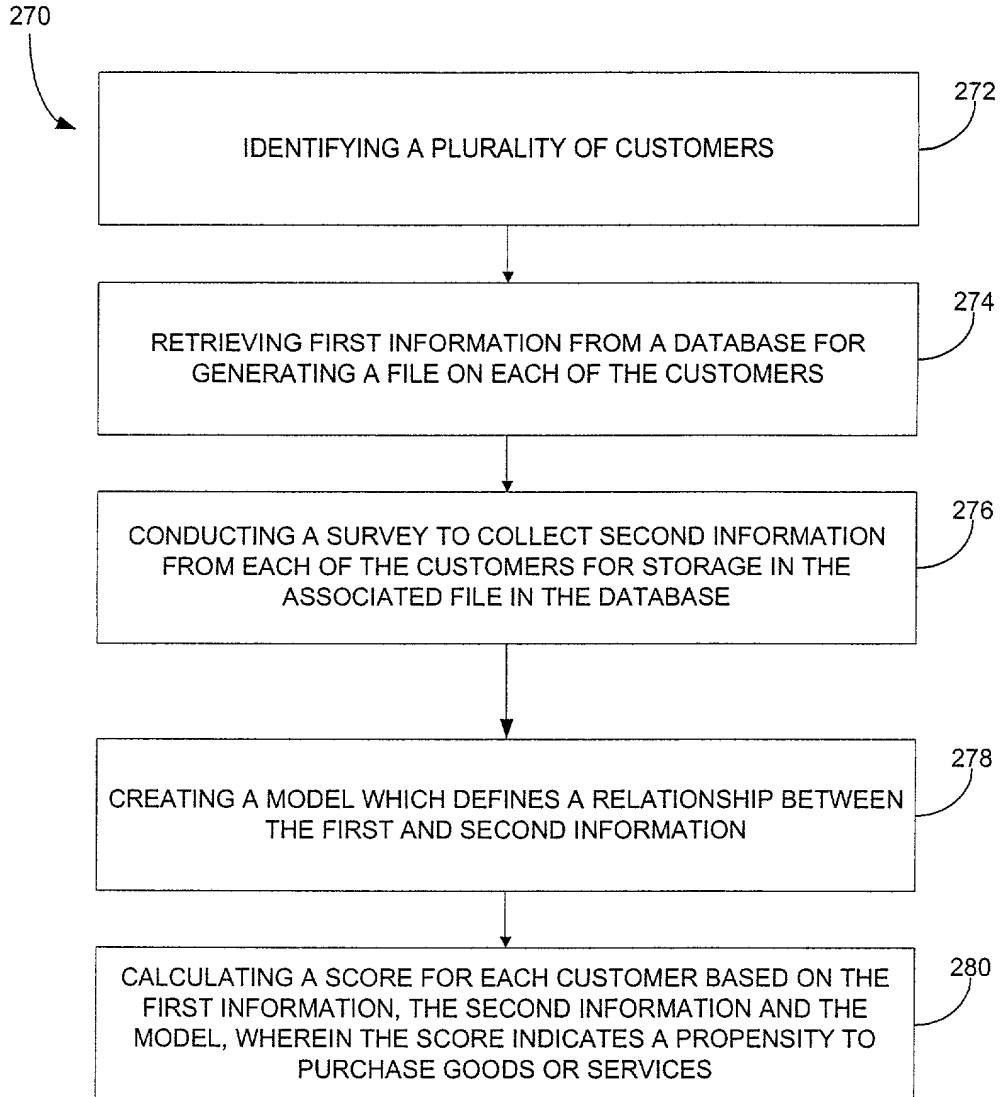


Fig. 2A



**Fig. 2B**

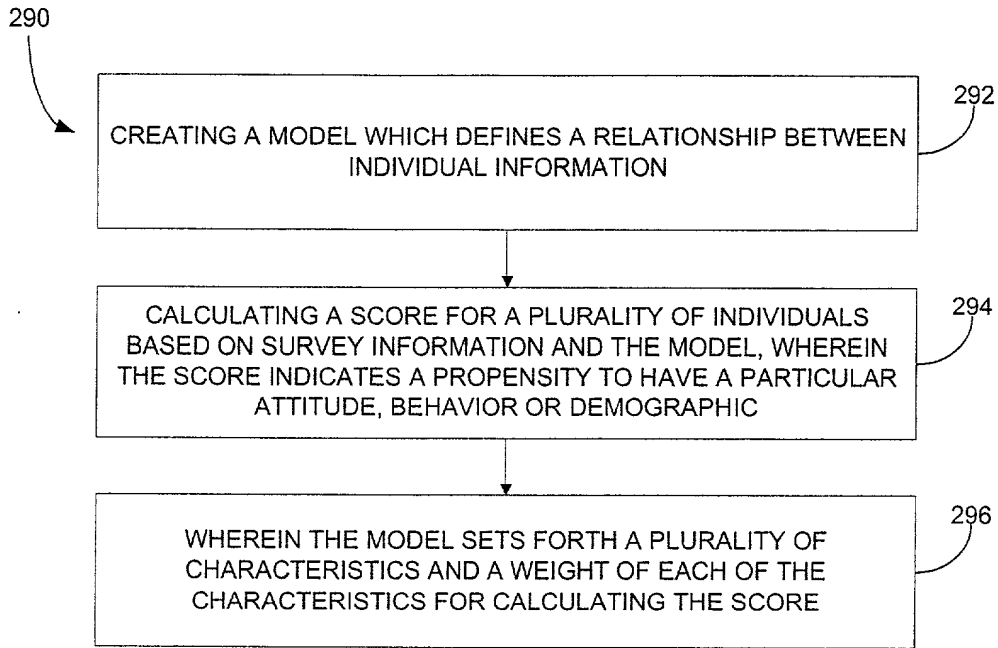


Fig. 2C

FIG. 3 is a schematic diagram of a system 300 for providing a survey to a client 302. The system 300 includes a client 302, a server 304, and a network 306. The client 302 is connected to the server 304 via the network 306. The server 304 is configured to provide a survey to the client 302. The network 306 is configured to facilitate communication between the client 302 and the server 304.

300

CLIENT IDENTIFIER	CLIENT NAME	CLIENT ADDRESS	BILLING INFORMATION	PREFERRED RESULTS DELIVERY METHOD
C 100	CORPORATION X	1 MAIN ST. CITY, STATE	SEND TO POSTAL ADDRESS	NO POSTAL ADDRESS
C 101	POLITICAL PARTY A	10000 OR ANYWHERE, NY	CHARGE CREDIT CARD ACCOUNT 1111-1111-1111-1111	FAX TO (111) 888-5555
C 102	MUNICIPALITY Q	1 PROSPECT ST. BURLINGAME, USA	E-CASH DELIVERED WITH SURVEY	ABC@ MUNICIPALITY.COM

302  
304  
306

FIG. 3

FIG. 3 is a flowchart illustrating a method for determining a user's level of proficiency. The method includes steps 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1080, 1090, 1100, 1110, 1120, 1130, 1140, 1150, 1160, 1170, 1180, 1190, 1200, 1210, 1220, 1230, 1240, 1250, 1260, 1270, 1280, 1290, 1300, 1310, 1320, 1330, 1340, 1350, 1360, 1370, 1380, 1390, 1400, 1410, 1420, 1430, 1440, 1450, 1460, 1470, 1480, 1490, 1500, 1510, 1520, 1530, 1540, 1550, 1560, 1570, 1580, 1590, 1600, 1610, 1620, 1630, 1640, 1650, 1660, 1670, 1680, 1690, 1700, 1710, 1720, 1730, 1740, 1750, 1760, 1770, 1780, 1790, 1800, 1810, 1820, 1830, 1840, 1850, 1860, 1870, 1880, 1890, 1900, 1910, 1920, 1930, 1940, 1950, 1960, 1970, 1980, 1990, 2000, 2010, 2020, 2030, 2040, 2050, 2060, 2070, 2080, 2090, 2100, 2110, 2120, 2130, 2140, 2150, 2160, 2170, 2180, 2190, 2200, 2210, 2220, 2230, 2240, 2250, 2260, 2270, 2280, 2290, 2300, 2310, 2320, 2330, 2340, 2350, 2360, 2370, 2380, 2390, 2400, 2410, 2420, 2430, 2440, 2450, 2460, 2470, 2480, 2490, 2500, 2510, 2520, 2530, 2540, 2550, 2560, 2570, 2580, 2590, 2600, 2610, 2620, 2630, 2640, 2650, 2660, 2670, 2680, 2690, 2700, 2710, 2720, 2730, 2740, 2750, 2760, 2770, 2780, 2790, 2800, 2810, 2820, 2830, 2840, 2850, 2860, 2870, 2880, 2890, 2900, 2910, 2920, 2930, 2940, 2950, 2960, 2970, 2980, 2990, 3000, 3010, 3020, 3030, 3040, 3050, 3060, 3070, 3080, 3090, 3100, 3110, 3120, 3130, 3140, 3150, 3160, 3170, 3180, 3190, 3200, 3210, 3220, 3230, 3240, 3250, 3260, 3270, 3280, 3290, 3300, 3310, 3320, 3330, 3340, 3350, 3360, 3370, 3380, 3390, 3400, 3410, 3420, 3430, 3440, 3450, 3460, 3470, 3480, 3490, 3500, 3510, 3520, 3530, 3540, 3550, 3560, 3570, 3580, 3590, 3600, 3610, 3620, 3630, 3640, 3650, 3660, 3670, 3680, 3690, 3700, 3710, 3720, 3730, 3740, 3750, 3760, 3770, 3780, 3790, 3800, 3810, 3820, 3830, 3840, 3850, 3860, 3870, 3880, 3890, 3900, 3910, 3920, 3930, 3940, 3950, 3960, 3970, 3980, 3990, 4000, 4010, 4020, 4030, 4040, 4050, 4060, 4070, 4080, 4090, 4100, 4110, 4120, 4130, 4140, 4150, 4160, 4170, 4180, 4190, 4200, 4210, 4220, 4230, 4240, 4250, 4260, 4270, 4280, 4290, 4300, 4310, 4320, 4330, 4340, 4350, 4360, 4370, 4380, 4390, 4400, 4410, 4420, 4430, 4440, 4450, 4460, 4470, 4480, 4490, 4500, 4510, 4520, 4530, 4540, 4550, 4560, 4570, 4580, 4590, 4600, 4610, 4620, 4630, 4640, 4650, 4660, 4670, 4680, 4690, 4700, 4710, 4720, 4730, 4740, 4750, 4760, 4770, 4780, 4790, 4800, 4810, 4820, 4830, 4840, 4850, 4860, 4870, 4880, 4890, 4900, 4910, 4920, 4930, 4940, 4950, 4960, 4970, 4980, 4990, 5000, 5010, 5020, 5030, 5040, 5050, 5060, 5070, 5080, 5090, 5100, 5110, 5120, 5130, 5140, 5150, 5160, 5170, 5180, 5190, 5200, 5210, 5220, 5230, 5240, 5250, 5260, 5270, 5280, 5290, 5300, 5310, 5320, 5330, 5340, 5350, 5360, 5370, 5380, 5390, 5400, 5410, 5420, 5430, 5440, 5450, 5460, 5470, 5480, 5490, 5500, 5510, 5520, 5530, 5540, 5550, 5560, 5570, 5580, 5590, 5600, 5610, 5620, 5630, 5640, 5650, 5660, 5670, 5680, 5690, 5700, 5710, 5720, 5730, 5740, 5750, 5760, 5770, 5780, 5790, 5800, 5810, 5820, 5830, 5840, 5850, 5860, 5870, 5880, 5890, 5900, 5910, 5920, 5930, 5940, 5950, 5960, 5970, 5980, 5990, 6000, 6010, 6020, 6030, 6040, 6050, 6060, 6070, 6080, 6090, 6100, 6110, 6120, 6130, 6140, 6150, 6160, 6170, 6180, 6190, 6200, 6210, 6220, 6230, 6240, 6250, 6260, 6270, 6280, 6290, 6300, 6310, 6320, 6330, 6340, 6350, 6360, 6370, 6380, 6390, 6400, 6410, 6420, 6430, 6440, 6450, 6460, 6470, 6480, 6490, 6500, 6510, 6520, 6530, 6540, 6550, 6560, 6570, 6580, 6590, 6600, 6610, 6620, 6630, 6640, 6650, 6660, 6670, 6680, 6690, 6700, 6710, 6720, 6730, 6740, 6750, 6760, 6770, 6780, 6790, 6800, 6810, 6820, 6830, 6840, 6850, 6860, 6870, 6880, 6890, 6900, 6910, 6920, 6930, 6940, 6950, 6960, 6970, 6980, 6990, 7000, 7010, 7020, 7030, 7040, 7050, 7060, 7070, 7080, 7090, 7100, 7110, 7120, 7130, 7140, 7150, 7160, 7170, 7180, 7190, 7200, 7210, 7220, 7230, 7240, 7250, 7260, 7270, 7280, 7290, 7300, 7310, 7320, 7330, 7340, 7350, 7360, 7370, 7380, 7390, 7400, 7410, 7420, 7430, 7440, 7450, 7460, 7470, 7480, 7490, 7500, 7510, 7520, 7530, 7540, 7550, 7560, 7570, 7580, 7590, 7600, 7610, 7620, 7630, 7640, 7650, 7660, 7670, 7680, 7690, 7700, 7710, 7720, 7730, 7740, 7750, 7760, 7770, 7780, 7790, 7800, 7810, 7820, 7830, 7840, 7850, 7860, 7870, 7880, 7890, 7900, 7910, 7920, 7930, 7940, 7950, 7960, 7970, 7980, 7990, 8000, 8010, 8020, 8030, 8040, 8050, 8060, 8070, 8080, 8090, 8100, 8110, 8120, 8130, 8140, 8150, 8160, 8170, 8180, 8190, 8200, 8210, 8220, 8230, 8240, 8250, 8260, 8270, 8280, 8290, 8300, 8310, 8320, 8330, 8340, 8350, 8360, 8370, 8380, 8390, 8400, 8410, 8420, 8430, 8440, 8450, 8460, 8470, 8480, 8490, 8500, 8510, 8520, 8530, 8540, 8550, 8560, 8570, 8580, 8590, 8600, 8610, 8620, 8630, 8640, 8650, 8660, 8670, 8680, 8690, 8700, 8710, 8720, 8730, 8740, 8750, 8760, 8770, 8780, 8790, 8800, 8810, 8820, 8830, 8840, 8850, 8860, 8870, 8880, 8890, 8900, 8910, 8920, 8930, 8940, 8950, 8960, 8970, 8980, 8990, 9000, 9010, 9020, 9030, 9040, 9050, 9060, 9070, 9080, 9090, 9100, 9110, 9120, 9130, 9140, 9150, 9160, 9170, 9180, 9190, 9200, 9210, 9220, 9230, 9240, 9250, 9260, 9270, 9280, 9290, 9300, 9310, 9320, 9330, 9340, 9350, 9360, 9370, 9380, 9390, 9400, 9410, 9420, 9430, 9440, 9450, 9460, 9470, 9480, 9490, 9500, 9510, 9520, 9530, 9540, 9550, 9560, 9570, 9580, 9590, 9600, 9610, 9620, 9630, 9640, 9650, 9660, 9670, 9680, 9690, 9700, 9710, 9720, 9730, 9740, 9750, 9760, 9770, 9780, 9790, 9800, 9810, 9820, 9830, 9840, 9850, 9860, 9870, 9880, 9890, 9900, 9910, 9920, 9930, 9940, 9950, 9960, 9970, 9980, 9990, 10000.

FIG. 3

BLANK QUESTION	QUESTION NUMBER	ANSWER CHOICE	SCORE TO BE GIVEN	SCORE TO BE GIVEN IF ANSWER IS CORRECT	SCORE TO BE GIVEN IF ANSWER IS INCORRECT	SCORE TO BE GIVEN IF ANSWER IS UNKNOWN	SCORE TO BE GIVEN IF ANSWER IS UNKNOWN	SCORE TO BE GIVEN IF ANSWER IS UNKNOWN	SCORE TO BE GIVEN IF ANSWER IS UNKNOWN
1111	1111	1111	1111	1111	1111	1111	1111	1111	1111
1112	1112	1112	1112	1112	1112	1112	1112	1112	1112
1113	1113	1113	1113	1113	1113	1113	1113	1113	1113

FIG. 4

QUESTION NUMBER	QUESTION	ANSWER CHOICE
1	1111	1111
2	1112	1112

FIG. 4

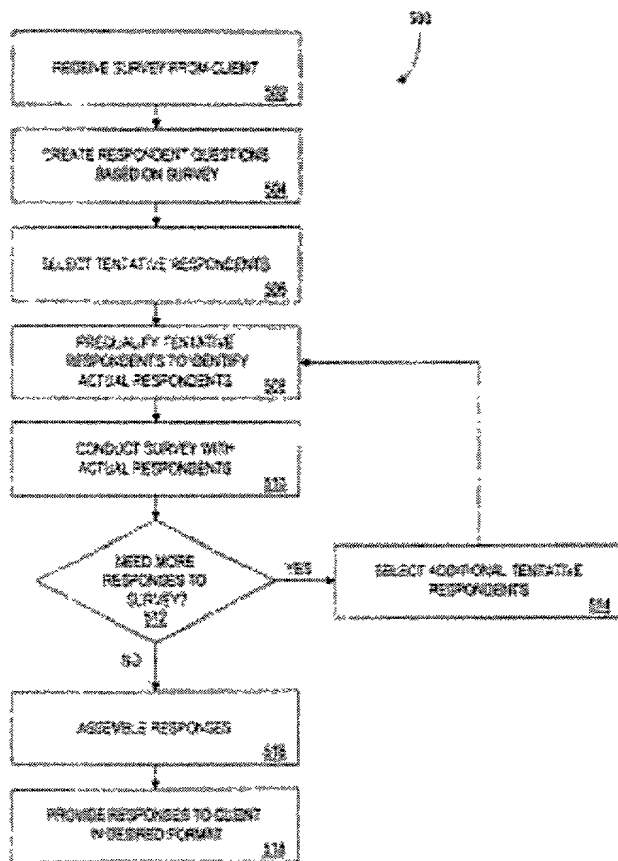


FIG. 5



FIG. 6 is a schematic diagram of a data structure for a computer system. The data structure is organized into a table with columns for various attributes. The attributes are: NAME, ADDRESS, GENDER, BIRTHDATE, and E-MAIL ADDRESS. The data is organized into three rows, each representing a different individual. The first row is for John Smith, the second for Jane Doe, and the third for Steve Brown. The data is organized into three rows, each representing a different individual. The first row is for John Smith, the second for Jane Doe, and the third for Steve Brown.

FIG. 6

NAME	ADDRESS	GENDER	BIRTHDATE	E-MAIL ADDRESS
JOHN SMITH	1234 ST. NORTHER, USA	M	05/10	...
JANE DOE	5678 ST. NORTHER, USA	F	02/20	LOVE@COM
STEVE BROWN	9101 ST. LOS ANGELES, CA	M	03/15	...

NAME	ADDRESS	GENDER	BIRTHDATE	E-MAIL ADDRESS
JOHN SMITH	1234 ST. NORTHER, USA	M	05/10	...
JANE DOE	5678 ST. NORTHER, USA	F	02/20	LOVE@COM
STEVE BROWN	9101 ST. LOS ANGELES, CA	M	03/15	...

FIG. 6

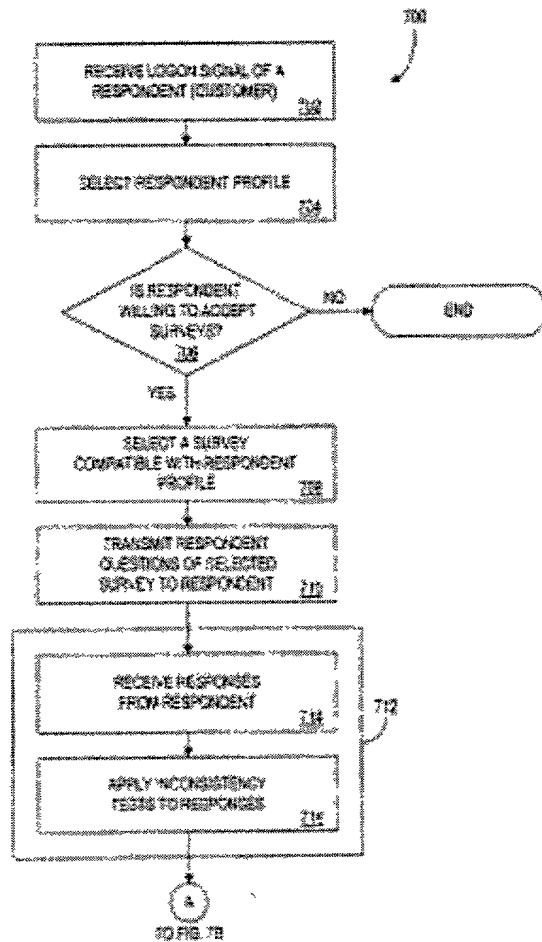


FIG. 7A

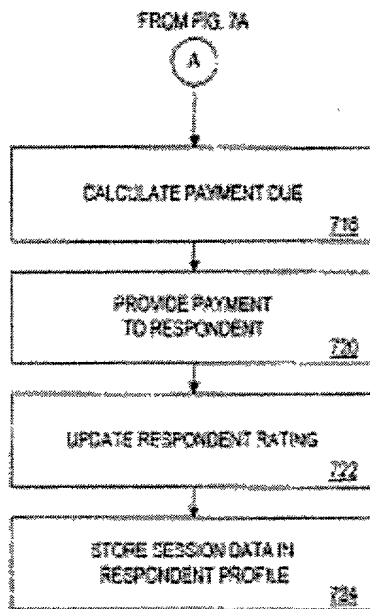


FIG. 7B

FIG. 8 is a block diagram of a system 800 for providing a certification question sequence to a user. The system 800 includes a user interface 802, a question database 804, and a question sequence generator 806. The user interface 802 is configured to receive a request for a certification question sequence from a user and to display the certification question sequence to the user. The question database 804 is configured to store a plurality of certification questions. The question sequence generator 806 is configured to generate a certification question sequence based on the request and the certification questions stored in the question database 804.

800

CERTIFICATION QUESTION IDENTIFIER	CERTIFICATION QUESTION DESCRIPTION	ANSWER SEQUENCE	PROPER ANSWER
1	"WHICH WAY DO THINGS FALL?"	1 = UP, 2 = DOWN	DOWN
2	"WHAT COLOR IS THE SKY?"	1 = BLUE, 2 = RED, 3 = ORANGE	BLUE

802  
804  
806

FIG. 8

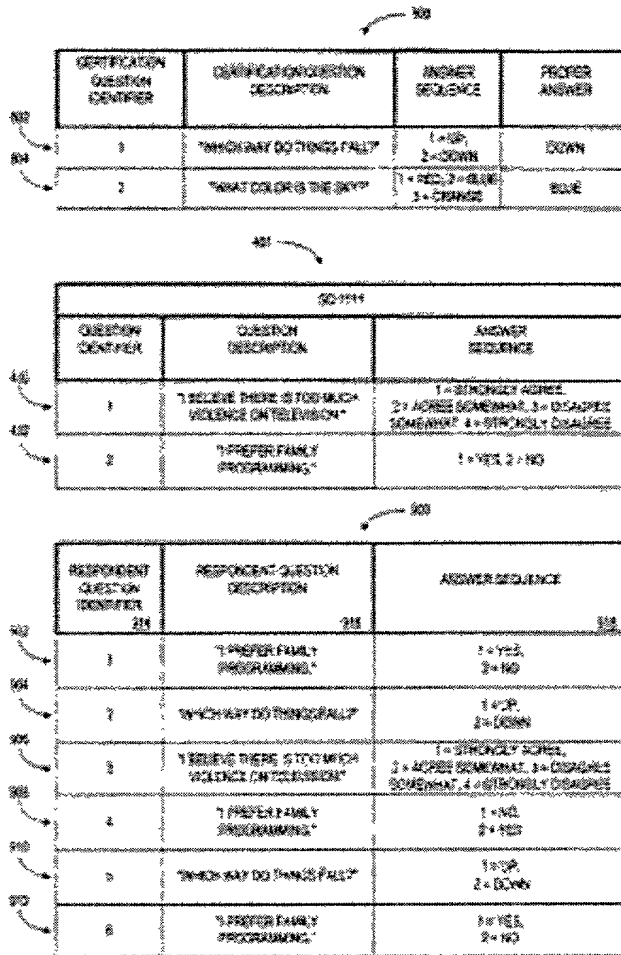


FIG. 9

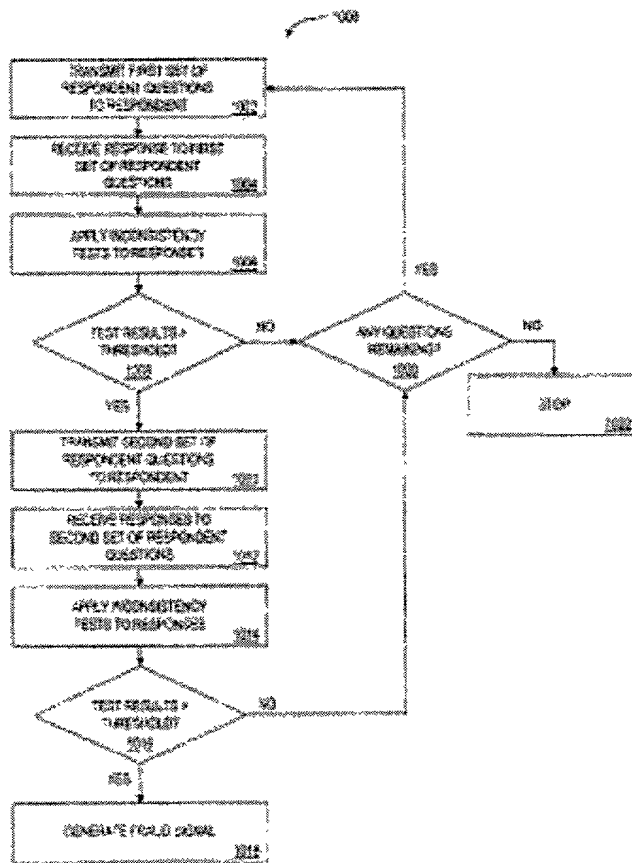


FIG. 10

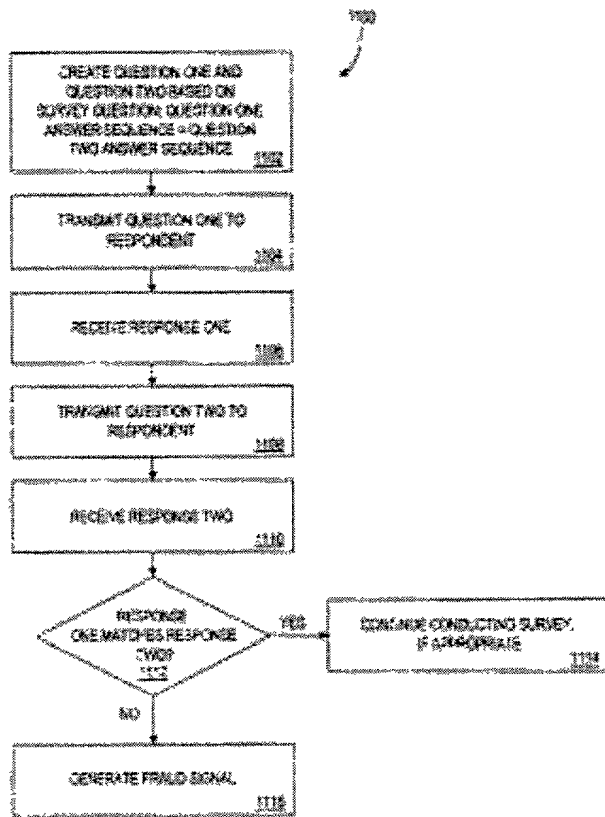


FIG. 11A

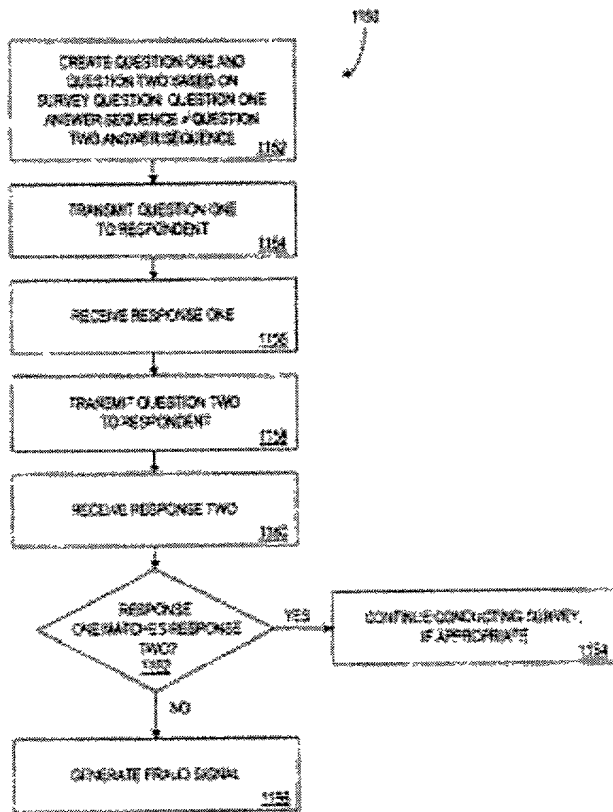


FIG. 11B



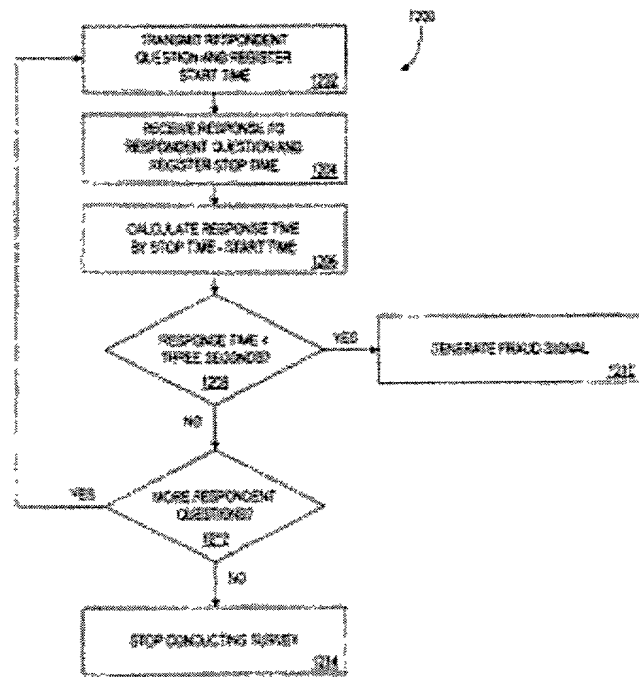


FIG. 12

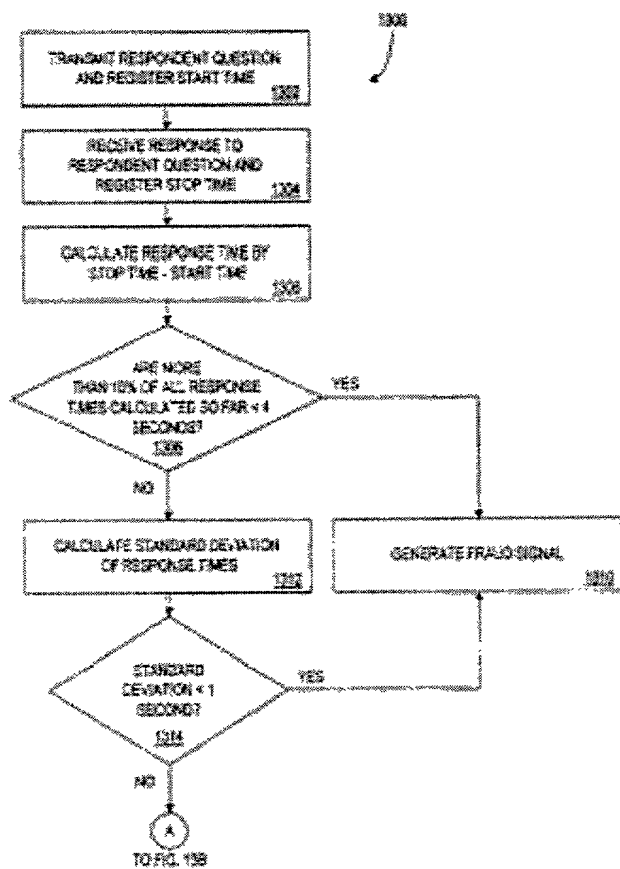
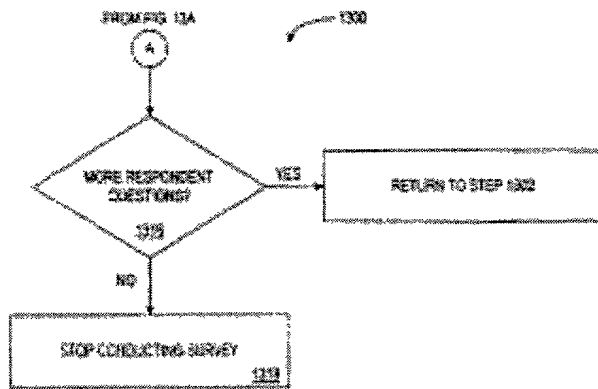


FIG. 13A



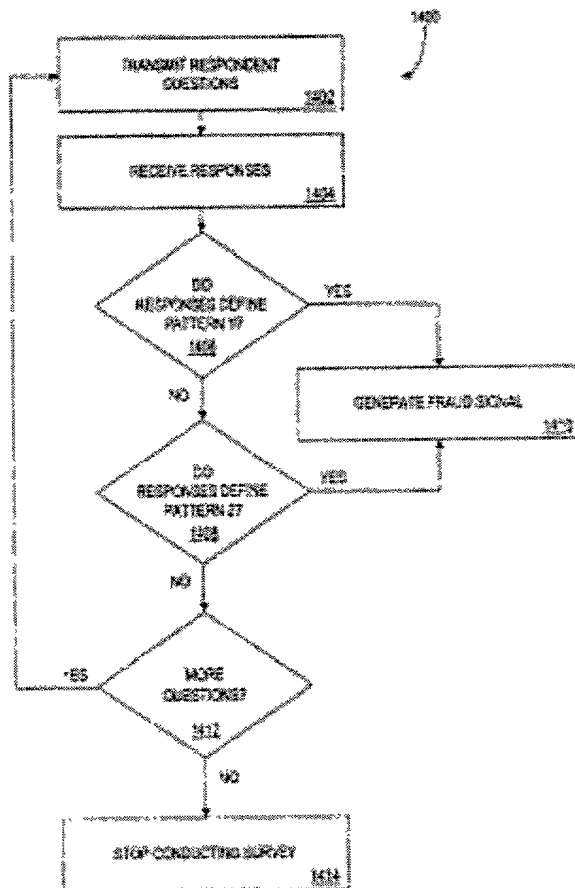


FIG. 14

1500

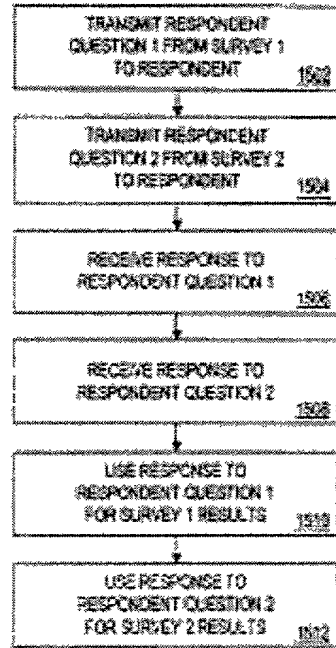


FIG. 15

FIG. 15 is a schematic diagram of a system for monitoring and controlling a building system. The system includes a building system 1500, a monitoring and control system 1502, and a user interface 1504. The building system 1500 is connected to the monitoring and control system 1502, which is connected to the user interface 1504. The monitoring and control system 1502 is configured to receive data from the building system 1500 and provide control signals to the building system 1500. The user interface 1504 is configured to provide a user with information about the building system 1500 and allow the user to control the building system 1500.

1500

RESIDENT IDENTIFIER	SURVEY IDENTIFIER	QUESTION IDENTIFIER	RESPONSE	DATE/TIME
R 1000	1001	1	2	8/15/96 20:56
R 1000	1001	2	1	8/15/96 20:56

1502

1504

FIG. 15

1700

SURVEY IDENTIFIER 1111		1702
SUMBER OF RESPONSES = 10,101	CONFIDENCE LEVEL = 98%, 1	1706
QUESTION IDENTIFIER	RESPONSES	1714
1	1-40%, 2-7%, 3-14%, 4-28%	
2	1-75%, 2-25%	

1708

1710

FIG. 17

FIG. 18 is a schematic diagram of a system 100 for processing a list of questions and answers.

1800

30-1111				1802
QUESTION IDENTIFIER 1808	QUESTION 1810	ANSWER SEQUENCE 1812	PRIORITY 1814	
1	"BELIEVE THERE IS TOO MUCH VIOLENCE ON TELEVISION"	1 = STRONGLY AGREE, 2 = AGREE, 3 = DISAGREE, 4 = STRONGLY DISAGREE	HIGH	
2	"PREFER FAMILY PROGRAMMING"	1 = YES, 2 = NO	LOW	

1804  
1806

FIG. 18